

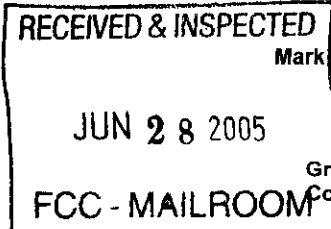
Ernie Fletcher
Governor

LaJuana S. Wilcher, Secretary
Environmental and Public
Protection Cabinet

Christopher L. Lilly
Commissioner
Department of Public Protection



Commonwealth of Kentucky
Public Service Commission
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Mark David Goss
Chairman

Gregory Coker
Commissioner

June 22, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

Dana Jackson
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room CY-C417
Washington, DC 20554
Dana.Jackson@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005
CG Docket 03-123

Dear Ms. Dortch and Ms. Jackson:

The Kentucky Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Kentucky to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Kentucky. The State of Kentucky's complaint summary is associated with the following database categories:

Miscellaneous External Complaints
No Notice of How to Complain to FCC
CA Accuracy/Spelling/Verbatim
CA Gave Wrong Information
CA Did Not Keep User Informed
CA Misdialed Number

No. of Copies rec'd. 014
List ABCDE

CA Typing Speed
CA Typing
Fraudulent/Harassment Call
Confidentiality Breach
CA Didn't Follow Policy/Procedure
Caller ID Not Working Properly
Improperly Handled ASL or Related Culture Issues
Improper Use of Call Release
Speech to Speech Call Handling Problems
Improper Use of Speed Dialing
Improper Handling of Three Way Calling
Replaced CA Improperly in Middle of Call
Improper Use of Customer Data
Spanish to Spanish Call Handling Problems
Ringing/No Answer
Connect Time (TTY-Voice)
CA Hung Up on Caller
Miscellaneous Service Complaints
Poor Vocal Clarity/Enunciation
Didn't Follow Voice Mail/Recording Procedure
Didn't Follow Emergency Call Handling Procedure
VCO Break-Down
Carrier of Choice not Available/Other Equal Access
Relay Not Available 24 Hours a Day
Line Disconnected
Busy Signal/Blockage
ASCII/Baudot Break-down
HCO Break-Down
Miscellaneous Technical Complaints
711 Problems
STS Break-Down

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Please feel free to contact myself at 502-564-3940 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,



Jim Stevens
Branch Manager, Telecommunications
Kentucky Public Service Commission

Enclosure

Kentucky Relay Complaint Report

6/1/04 to 5/31/05

External Complaints— Miscellaneous

**Inquire Date 11/21/04
Record ID 8568
Call Taken By Supervisor
CA Number
Responded By Chris
Response Date 11/21/04
Resolution 11/23/04**

Customer is having problems making and receiving calls through the relay.

Supervisor stated that the information would be sent to the technical department and that Customer Service would return the customer's call. Customer Service notified the technician that there may be a 711 access problem in the customer's area. Technical contacted the customer's local phone company and the 711 access issue was corrected. Customer Service called the customer and informed them that the 711 access line should now be available. Customer was satisfied.

Service Complaints--CA Accuracy/Spelling/Verbatim

**Inquire Date 10/7/04
Record ID 8482
Call Taken By Customer Service
Rep
CA Number 1237F
Responded By Barbara
Response Date 10/7/04
Resolution 10/8/04**

Customer called to complain that the CA was typing incorrect words in the conversation and that the meaning of the conversation had changed.

Customer Service apologized to the customer and requested that the customer fax a copy of the TTY tape to Customer Service. Customer Service received the fax and the TTY tape showed that the Voice user had the CA spell out the word K N O W, but in the same sentence the CA continued to type the word "no". It lead to confusion and misinterpretation of the conversation on the part of the TTY user. CA was counseled regarding verbatim and proper call procedures.

Service Complaints--CA Accuracy/Spelling/Verbatim

**Inquire Date 2/10/05
Record ID 8672
Call Taken By Lead CA
CA Number 1130F
Responded By Barbara
Response Date 2/10/05
Resolution**

Customer stated that the CA did not type verbatim.

Customer Service explained that everything the CA hears on a call is typed to the TTY user verbatim. The customer disagreed stating that the TTY user had a tape of the conversation and that the tape stated that the voice user said words that had not been said. Customer Service requested that the caller mail a copy of the TTY tape to the Customer Service office and assured the caller that the CA's supervisor would be informed. The customer stated that they would make note of all CA numbers in the future and was satisfied. The CA was counseled on typing verbatim and the customer did mail a copy of the TTY tape to the office. It appears that the CA typed verbatim but that perhaps there was some confusion in the conversation itself.

Service Complaints--CA Gave Wrong Information

**Inquire Date 11/10/04
Record ID 8557
Call Taken By Supervisor
CA Number 1130
Responded By Chris
Response Date 11/10/04
Resolution 11/10/04**

Customer wanted to report that the CA did not inform him of the correct information.

Supervisor attempted to collect more information , but the customer hung up. Customer Service is unable to follow-up with the customer due to a lack of follow-up information. The Supervisor counseled the CA on proper call procedures.

***Service Complaints--CA Hung
Up on Caller***

***Inquire Date 5/18/05
Record ID 8813
Call Taken By Lead CA
CA Number 1370F
Responded By Sara
Response Date 5/18/05
Resolution 5/19/05***

Customer stated that when they connected to the relay the CA hung up on them.

Customer Service was unable to return a call to the customer due to lack of follow-up information. Customer Service sent the customer's statement to the technical department for verification of disconnect. Technical determined that the call processed normally with the original caller disconnecting first.

***Service Complaints--CA Typing
Speed***

***Inquire Date 8/16/04
Record ID 8378
Call Taken By Customer Service
Rep
CA Number 1194MT
Responded By Barbara
Response Date 8/16/04
Resolution 8/18/04***

Customer complained that the CA continually asked him to repeat, no matter how slowly the customer was talking. Customer stated that the CA needed to be retrained in typing and listening.

Supervisor counseled the CA in proper call procedures and a refresher typing training. Customer was e-mailed of follow-up. CA typing speed was 62 WPM with 98% accuracy.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 2/20/05
Record ID 8694
Call Taken By Lead CA
CA Number 1343FT
Responded By Erin
Response Date 2/20/05
Resolution 2/20/05***

Customer requested a Supervisor during the call and stated that the CA was taking too long leave a message on a TTY text pager.

Lead CA apologized to the customer and explained that the CA was required to follow specific procedures in processing the call. The technical department determined that the CA had not processed the call according to procedure. CA was counseled in processing a pager call properly and Customer Service informed the customer. Customer was satisfied.

CapTel--Complaints

***Inquire Date 11/16/04
Record ID CT1168
Call Taken By PH
CA Number
Responded By PH
Response Date 11/16/04
Resolution 11/16/04***

Customer thinks that the captioning is slow.

Customer service shared information on becoming accustomed with the CapTel. Customer was trying to adjust to hearing and reading captions simultaneously. Captioning speed is well above FCC requirements.

CapTel--Connection Issues

***Inquire Date 4/14/05
Record ID CT1383
Call Taken By KM
CA Number
Responded By KM
Response Date 4/14/05
Resolution 4/14/05***

Customer is having trouble getting disconnected and reconnected during calls.

Customer service suggested that the customer connects the CapTel directly to the phone jack rather than using a splitter. The customer had scheduled the telephone company to come out and check the line. The customer will call back and report the results.

CapTel—Connection Issues

Customer is having trouble getting disconnected and reconnected during calls.

Inquire Date 5/09/05
Record ID CT1438
Call Taken By JK
CA Number
Responded By JK
Response Date 5/09/05
Resolution 5/09/05

Customer service explained to the customer why the disconnect/reconnect might be occurring and shared information on how to reduce their occurrence.

CapTel-- Equipment

Customer is having trouble with the sound quality (echo sounds and static) when using CapTel.

Inquire Date 4/28/05
Record ID CT1384
Call Taken By KM
CA Number
Responded By KM
Response Date 5/02/05
Resolution 5/02/05

Customer is being sent a replacement handset. Customer will report back if this does not remedy the situation.

DOCKET NO. 03-123

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

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